



City of San Diego

Department of IT

Communications Division



THE CITY OF
SAN DIEGO
♦
CALIFORNIA

*Status of contract with
Sprint Solutions, Inc.*

Budget & Finance
Briefing



Background

- On October 28, 2013, City Council authorized execution of the amendment to the Agreement with Sprint Solutions, Inc.
- Department of Information Technology committed to monthly reporting to the Budget and Finance Committee on Sprint's progress against deliverables.



Status of Issues

- Sprint Hardware upgrades to cell towers
 - Northern area construction completed 11/5/2013
 - Southern area construction completed 10/26/2013
- Sprint Communication Processes
 - Quality of the service outage maps is improved
 - Challenge is the number of changes occurring through May 2014
- Service Enhancement – NetMotion software
 - Detailed project planning completed
 - Installation and testing to begin in November



Voice Performance Metrics

- Citywide Voice Quality of Service Metrics – Police
 - Block Rate: 1.21% / 0.97% (Sept / Oct)
 - Drop Rate: 1.98% / 1.91% (Sept / Oct)
- Citywide Voice Quality of Service Metrics – Fire
 - Block Rate: 1.17% / 1.92% (Sept / Oct)
 - Drop Rate: 1.00% / 1.92% (Sept / Oct)



Data Performance Metrics

- Northern Station Data Quality of Service Metrics – Police

- Block Rate: 2.01% / tbd (Pre-construction / Post-construction)
- Drop Rate: 3.86% / tbd (Pre-construction / Post-construction)

- Southern Station Data Quality of Service Metrics – Police

- Block Rate: 3.00% / 3.51% (Pre-construction / Post-construction)
- Drop Rate: 6.18% / 4.78% (Pre-construction / Post-construction)

- Southern Station Data Quality of Service Metrics – Fire

- Block Rate: 0.14% / 0.29% (Pre-construction / Post-construction)
- Drop Rate: 0.01% / 0.06% (Pre-construction / Post-construction)



SDPD Update

- Data Modem testing with alternative carrier
- Operational impact/timing of switching carriers
- Costs to be projected as Service Requirements are scoped and a Transition Plan is completed



Marketing Partnership

- Sprint has agreed to a month to month sponsorship payment schedule
- CAO is reviewing to see if this new payment schedule and subsequent amendment would need Committee/Council approval
- Sponsorship payment will likely be prorated on number of devices on a month to month basis.



Recommendations

- SDPD to use alternative wireless solutions based on operationally defined requirements
- Continue Month-to-Month with Sprint as primary provider of voice/data wireless services
- Monthly reports to continue at Budget & Finance to track progress against commitments
- Review progress in Q1, 2014 for potential to transition back to annual agreement